

**Amendments to the Claims:**

1. (Currently Amended) A system for realtime access to support information, comprising:

a service interface to an operator servicing at least one inquiry; and

a navigation interface, communicating with the service interface, the navigation interface operative to access at least one network-enabled information source to generate support information responsive to the at least one inquiry, wherein the service interface presents the operator with a plurality of categories of available support information, at least one of the categories including subcategories of support information, and wherein at least one of the information sources contains financial information.

2. (Original) The system of claim 1, wherein the service interface comprises a workstation.

3. (Original) The system of claim 1, wherein the at least one inquiry is received via a telephone call.

4. (Original) The system of claim 1, wherein the at least one inquiry is received via a network-enabled connection.

5. (Original) The system of claim 4, wherein the network-enabled connection comprises an Internet connection.

6. (Original) The system of claim 1, wherein the navigation interface comprises a search engine interface to interrogate the at least one network-enabled information source according to the at least one inquiry.

7. (Currently Amended) The system of claim 6, wherein the at least one network-enabled information source comprises at least one of a financial information ~~feed~~ database, a tax information database, and a customer account database.

8. (Original) The system of claim 6, wherein the at least one network-enabled information source comprises a plurality of network-enabled information sources.

9. (Original) The system of claim 1, wherein the navigation interface comprises a Web browser.

10. (Original) The system of claim 9, wherein the service interface comprises at least one of a product-specific Web page and a non-product specific Web page.

11. (Original) The system of claim 1, wherein the service interface is provided in a call center receiving the at least one inquiry.

12. (Original) The system of claim 1, wherein the support information comprises information related to mutual fund products.

13. (Original) The system of claim 1, wherein the navigation interface is operable to modify the information based upon further inquiry information.

14. (Currently Amended) A method for providing realtime access to support information, comprising:

(a) receiving at least one inquiry ~~via a service interface~~;

(b) presenting a user with a plurality of categories of available support information, wherein at least one of the categories includes subcategories of support information, and wherein at least one of the information sources contains financial information; and

~~b)~~ (c) accessing at least one network-enabled information source to generate support information responsive to the at least one inquiry.

15. (Original) The method of claim 14, wherein the service interface comprises a workstation.

16. (Currently Amended) The method of claim 14, wherein the step (a) of receiving comprises a step of ~~e~~ (d) receiving the at least one inquiry via a telephone call.

17. (Currently Amended) The system of claim 14, wherein the step (a) of receiving comprises a step of ~~d~~ (e) receiving the at least one inquiry via a network-enabled connection.

18. (Original) The method of claim 17, wherein the network-enabled connection comprises an Internet connection.

19. (Currently Amended) The method of claim 14, wherein the step ~~(b)~~ (c) of accessing comprises [[a]] interrogating at least one network-enabled information source via a search engine according to the at least one inquiry.

20. (Currently Amended) The method of claim 19, wherein the at least one network-enabled information source comprises at least one of a financial information ~~feed~~ database, a tax information database, and a customer account database.

21. (Original) The method of claim 19, wherein the at least one network-enabled information source comprises a plurality of network-enabled information sources.

22. (Currently Amended) The method of claim 14, wherein the step ~~(b)~~ (c) of accessing comprises a step of ~~e~~ (f) operating a Web browser.

23. (Currently Amended) The method of claim 22, wherein the step ~~(e)~~ (f) of operating a Web browser comprises a step ~~f~~ (g) of accessing at least one of a product-specific Web page and a non-product specific Web page.

24. (Currently Amended) The method of claim 14, wherein the step (a) of receiving at least one inquiry comprises a step of ~~g~~ (h) receiving the at least one inquiry in a call center.

25. (Original) The method of claim 14, wherein the support information comprises information related to mutual fund products.

26. (Currently Amended) The method of claim 14, further comprising a step of ~~h)~~ (i) modifying the support information based upon further inquiry information.

27. (New) A support system comprising:  
a plurality of workstations;  
an automated distributor which receives inquiries and distributes the inquiries to the plurality of workstations;  
a transaction server in communication with the plurality of workstations; and  
a plurality of information sources in communication with the transaction server, at least one of the information sources containing financial information;  
wherein the transaction server provides a unified interface with respect to the plurality of information sources such that the workstations provide access to the information sources through the unified interface; and  
wherein the unified interface presents a plurality of categories of available support information, and at least one of the categories includes subcategories of available support information.

28. (New) The support system of claim 27, wherein at least one of the information sources contains tax information.

29. (New) The support system of claim 27, wherein at least one of the information sources contains historical fund information.

30. (New) The support system of claim 27, wherein at least one of the information sources contains fund ranking information.

31. (New) The support system of claim 27, wherein at least one of the information sources contains product-specific information and at least one of the information sources contains non-product-specific information.

32. (New) A method comprising:  
receiving an inquiry;  
distributing the inquiry to one of a plurality of workstations;  
providing a unified interface to the workstations with respect to a plurality of information sources by means of a transaction server, at least one of the information sources containing financial information;  
querying the information sources through the transaction server; and  
sending a response to the workstation through the transaction server;  
wherein the unified interface presents a plurality of categories and subcategories of available information.

33. (New) The method of claim 32, wherein at least one of the information sources contains tax information.

34. (New) The method of claim 32, wherein at least one of the information sources contains historical fund information.

35. (New) The method of claim 32, wherein at least one of the information sources contains fund ranking information.

36. (New) The method of claim 32, wherein at least one of the information sources contains product-specific information and at least one of the information sources contains non-product-specific information.